MCI WorldCom v. Illinois Bell
Docket No. 01-0412
Exhibit 2.0
Attachment "AG-G"
Public Version

PROJECT OPERATIONS DOCUMENT

PROJECT NAME:

Electronic Authorization MCI, Redacted*Test*

Version FINAL
06/23/01

TABLE OF CONTENTS

Electronic Authorization
Operations Document

MCI WorldCom v. Illinois Bell
Docket No. 01-0412
Exhibit 2.0
Attachment "AG-G"
Public Version

Version: FINAL

1   BACKGROUND

Today, both long distance and local phone companies receive consumer complaints about delays in service installation. There can be several causes for service delays, but one major reason is the fact that orders reject because of a PIC restriction on the account. A majority of these customers are unaware that their account is PIC frozen and do not understand that they will not be able to receive their requested service until they re-contact the long distance and local carriers.

2   PROJECT DESCRIPTION

Electronic Authorization Carrier Change Process allows a PIC frozen customer the ability to switch long distance carriers by providing authorization to the LEC through a digitally recorded and stored *.wav file. This file is captured by an independent third party shortly after the time of sale and is provided to the LEC.

The process steps are as follows:

1. Customer requests IXC InterLATA or IntraLATA PIC change.

2. Customer is transferred to TPV to verify sale.

3. During TPV, the customer instructs the independent company to transmit or make available their taped voice authorization (Electronic Authorization) to process the order for service, regardless of any PIC freeze on the account.

If the order is rejected due to a PIC freeze...

4. Customer taped 'Electronic Authorization ' is made available to [Redacted] on website.

5. LEC reviews the *.wav file, lifts the PIC freeze, changes the PIC.

6. LEC sends CARE transaction with PIC verification to IXC.

3   PROJECT DETAILS

3.1   Test Duration

One month in length (June/July). Test duration may be extended based on success/opportunities/ challenges.

Electronic Authorization
Operations Document

**MCI WorldCom v. Illinois Bell
Docket No. 01-0412
Exhibit 2.0
Attachment "AG-G"
Public Version**

Version: FINAL

3.2   Expected Volume

Approximately 500 PIC freeze rejects are expected during the month-long testing period.

3.3   Sales and Third Party Verification Process

All sales involved in this test will be sold through the out-bound telemarketing channel. The sales representative will not be aware that these prospects are part of a special project.

Upon sale, the customer will be transferred to specific third-party verification representatives who are aware of the Electronic Authorization project and will verify both the sale and the PIC change in the event of a PIC freeze on the account.

The tentative script for the third-party verifier is as follows:

OUTBOUND
Hello, Good Morning/Afternoon/Evening,   (Thank You for waiting -HOT CUT ONLY)
Is this Mr/Ms (insert contact's last name)? OR May I speak to Mr/Ms (insert contact's last name)?

My name is (INSERT FIRST AND LAST NAME), from (INSERT COMPANY NAME), an independent confirmation company.

This call is being recorded in order to confirm and authorize your recent order for MCI.

READ ON ALL CALLS:
For verification purposes, will you repeat your first and last name?

Are you at least 18 years old? (PAUSE, WAIT FOR AFFIRM RESPONSE)

Are you the customer of record with your local phone company for this phone number?
(PAUSE, WAIT FOR AFFIRM RESPONSE)

IF NO - Are you authorized to change service for this phone number? (PAUSE, WAIT FOR AFFIRM RESPONSE)

Our records indicate that you're changing your service on ___ (INSERT NUMBER OF ANIS)
telephone number(s). Beginning with your area code ___ (INSERT AREA CODE) please tell me those phone numbers?

Ma'am/Sir, some customers have a PIC freeze or PIC restriction on their account that does not allow any changes to be made. You may have this feature even if you are not aware of it.

The following question is related to change restrictions you may have on you account:
Can a recording of this call be made available to your local phone company as your authorization to remove any PIC Freeze that may be on your account? (PAUSE, WAIT FOR AFFIRM RESPONSE)

IF ANIS ON RECORD HAVE THE SAME SERVICES:

I see you've chosen to have MCI for your Long Distance and/or Local Toll Call Service on that/those lines. Is that OK? (PAUSE, WAIT FOR AFFIRM RESPONSE)

IF ANIS ON RECORD HAVE DIFFERENT SERVICES:

I see you've chosen to have MCI for your Long Distance on... (INSERT PHONE NUMBERS) Is that OK? (PAUSE, WAIT FOR AFFIRM RESPONSE)

I see you've chosen to have MCI for your Local Toll Call Service on... (INSERT PHONE NUMBERS) Is that OK? (PAUSE, WAIT FOR AFFIRM RESPONSE)

As a reminder, it will take up to 7 days from today for your local phone company to change your service to MCI.

VERIFY APPLICABLE PRODUCT VERBIAGE. SEE AN ATTACHED PRODUCT MATRIX FOR SPECIFIC PRODUCT VERBIAGE.

Just to be sure, your telephone bill comes addressed to (insert billing name) and your address shows as...

To allow MCI to send you Product and account related information by e-mail, may I have your e-mail address?

SSN/DOB COLLECTION:

Finally, to show that you have confirmed this order for MCI may I have your SSN?

IF SSN REFUSED - If you prefer, I can use the last 4 digits of you SSN.

Thank you for your time. Have a nice day/evening/etc

Electronic Authorization
Operations Document

MCI WorldCom v. Illinois Bell
Docket No. 01-0412
Exhibit 2.0
Attachment "AG-G"
Public Version

Version: FINAL

3.4   MCI & Redacted Information Transfer Process

The sale is sent by MCI via CARE transaction to Redacted who marks all PIC frozen accounts with the 2166 reject code and sends back to MCI.

MCI isolates the records associated with the EA test and matches the records with the *.wav files captured during the TPV process.

MCI Emails the *.wav files to an agreed upon Redacted Email address in batches of 5 files per Email.

MCI notifies Redacted about impacted customers. The notification contains ANIs, Initial Order Sent Date, Reject Date, *.wav file names and the website URL. (Naming convention of *.wav files TBD). *See Appendix A*

Redacted checks ANI for current PIC Freeze.

Redacted reviews the *.wav files, lifts the PIC, changes the PIC.

Redacted sends confirmation of PIC change to MCI via existing CARE transaction process. Estimated turn-around time: 24 – 48hrs.

3.5   **Results Measurement/Reporting**

MCI will provide close-loop reporting on the Sales-to-successful PIC rate of PIC frozen customers involved in the EA test.

Electronic Authorization
Operations Document

MCI WorldCom v. Illinois Bell
Docket No. 01-0412
Exhibit 2.0
Attachment "AG-G"
Public Version

Version: FINAL

4   PROCESS FLOW

EA Sales-to-PIC Process

Electronic Authorization
Operations Document

MCI WorldCom v. Illinois Bell
Docket No. 01-0412
Exhibit 2.0
Attachment "AG-G"

Version: FINAL
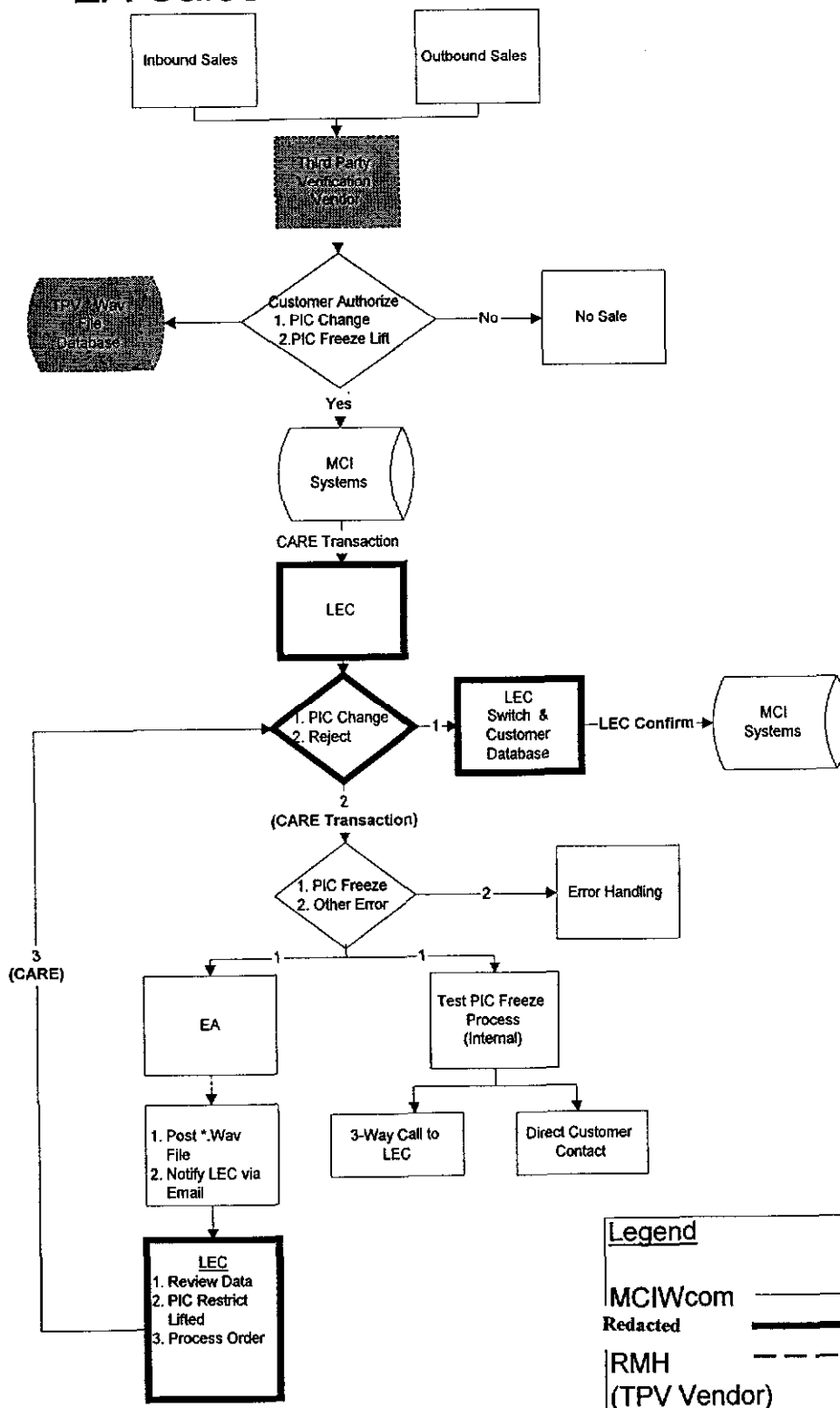
5	**PROJECT TIMELINE**	Public Version

3/01	Develop operational test with Redacted
4/01	Test electronic communications with Redacted
6/18	Launch EA test in Redacted . territory
6/28	Send test Email with 5 attachments to Redacted
7/2	Week 1 EA Request Email
	Week 1 *.wav files delivered to Redacted via Email
7/9	Week 2 EA Request Email
	Week 2 *.wav files delivered to Redacted via Email
7/16	EA Test Ends
	Week 3 EA Request Email
	Week 3 *.wav files delivered to Redacted via Email
7/23	Week 4 EA Request Email
	Week 4 *.wav files delivered to . Redacted via Email

Electronic Authorization
Operations Document

MCI WorldCom v. Illinois Bell
Docket No. 01-0412
Exhibit 2.0
Attachment "AG-G"
Public Version

Version: FINAL

6 APPENDIX A

```
======   ===========================================================
DRAFT   Redacted EA REQUEST EMAIL
========_____=======================================================
```

Dear **Redacted** ,

Thank you for agreeing to participate in the Electronic Authorization
MCI/**Redacted**. Test that will allow a consumer who has subscribed to PIC
freeze protection to authorize a PIC change in a manner that minimizes
consumer difficulties without compromising PIC freeze protections.

MCI has received a 2166 reject code for the below ANIs. The individuals
responsible for these numbers have requested that taped recordings of
their approval to lift their PIC Freeze and process the order be made
available to **Redacted** .

In accordance with he test procedures, please review the taped .wav
recording associated with the below ANIs, lift the PIC protection on
the account and process the order.

MCI appreciates your assistance with this test.

Customer ANI	Initial Order Sent	Reject Date
xxx-xxx-xxxx	6/18/01	6/19/01
xxx-xxx-xxxx	6/18/01	6/19/01
xxx-xxx-xxxx	6/18/01	6/19/01
xxx-xxx-xxxx	6/18/01	6/19/01
xxx-xxx-xxxx	6/18/01	6/19/01